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Leadership During Uncertainty

Sean Morris

Stresses Before COVID-19

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- We all have life challenges…. every day!
- **1** in **4** people will have a significant life issue this year.
- 24% of Utahns reported experiencing a mental disorder in the past year – highest rate in the nation!
- Only 40% of people with mental health or substance abuse problems get the care they need.
- Utah Ranks 6th in the nation for suicide deaths.

Suicide Before COVID-19

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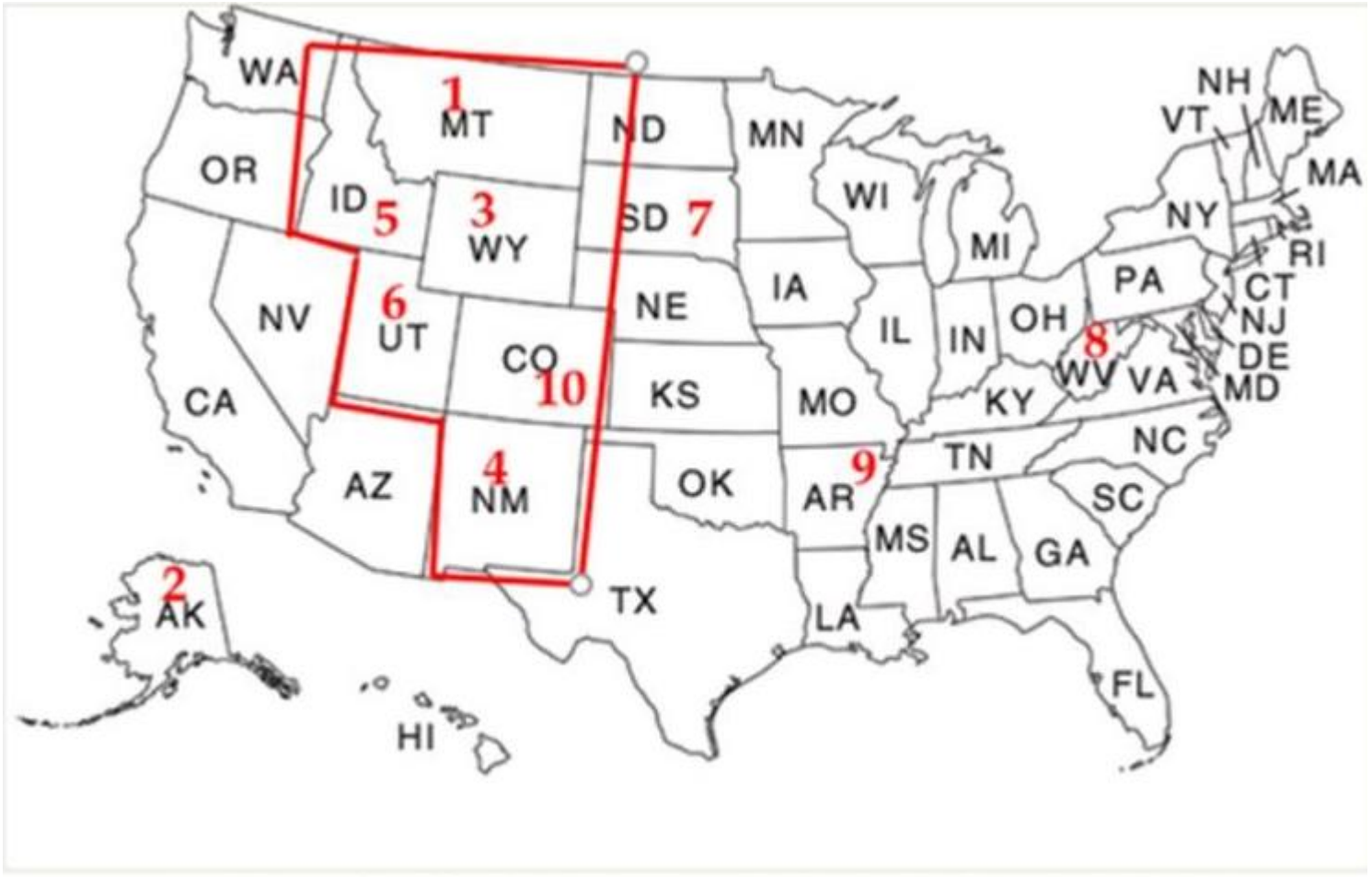
- Top 10 States
  - #1 – Montana
  - #2 – Alaska
  - #3 – Wyoming
  - #4 – New Mexico
  - #5 – Idaho
  - **#6 – Utah**
  - #7 – South Dakota
  - #8 – West Virginia
  - #9 – Arkansas
  - #10 – Colorado



Data Source: CDC WONDER 2017 Suicide Fatality Rates ages 10+, Age Adjusted Rates; by Crude Rate per

Added COVID-19 Stress

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New Stresses to Deal With

- Staying at Home
- Worried about employment
- Uncertainty
- No Break From Daily Life Stress
- Financial Stress
- Stress About Health & Safety
- Stress About the World
- No Contact With Friends & Family
- Figuring Out School & Work
- Kids Are Stressed and Not Responding Well
- Graduates are Losing Their Senior Year Experience

Who Will I Be?

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Confirm Goals & Priorities

- Give direction on what to do and what not to do.
- Provide clear guidance on business-critical priorities that everyone can rally around and contribute to.
- Clarify who is responsible for what and where employees can turn to for help accomplishing tasks.

TIP: Give steady guidance. Focus on the business-critical priorities on which your team can align. Patiently hammer your message—its stability may be as important as its content.

Establish New Ways of Working

- Normalize new work environments and new ways of working.
- Share new surroundings.
- Talk about talking.
- Take stock.

TIP: COVID-19 workplace disruptions may be short lived or they may linger for awhile. Your role is to keep the team positively engaged and productive by quickly establishing new team norms.

Engage During Times of Uncertainty

- Look for the "silver lining".
- Maintain a sense of calm.
- Emphasize personal interactions.
- Keep everyone in mind.
- Ask emotion-based questions in your 1:1s.
- Maintain and amplify team rituals.
- Co-create a communication plan.
- Last but not least...make sure to take care of yourself!

TIP: While there will always be growing pains with creating new ways to work together, focus your team's energy on the long-term potential and opportunities of working together in new ways, and succeeding as a group.

Lead With Empathy

- Listen to your team.
- Get to know your team.
- Be available.
- Care for remote employees.
- Be visible.
- Set an example.

TIP: If and when dramatic events occur, give people opportunities to safely express their emotions. Reach out to employees on a personal basis. Get out of your office and into the hallway or pick up the phone and turn on the video. Be there for them. Encourage everyone to do the same.

Work/Life Balance During COVID-19

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Tip #1

#1. Make Over-Communication an Asset

Communication is vital to a success, but when it comes to remote work it is an even more important asset. Since you're no longer in the office, take the initiative to schedule regular online check-in meetings with co-workers to connect on goals, upcoming projects, and daily tasks.

5 Ways to Better Communicate

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- Write a handwritten note
- Pick up the phone and dial
- Ask interesting and meaningful questions
- Answer questions with honesty and open up
- Turn the video on
  - Improves communication and attention

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Tip #2

#2. Learn Your Community & Teams

Make sure that you're feeling supported and connected to the "real world" by becoming a part of a virtual community. Being surrounded by others who are also working remotely inspires us to stay the course.

Work/Life Balance During COVID-19

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Tip #3

#3. Have an Appropriate Remote Workspace

Set yourself up for success in a place where you can focus on the tasks at hand. If you are at home, create a designated spot for work and make sure that you feel motivated by your environment and ready to tackle whatever comes your way.

Work/Life Balance During COVID-19

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Tip #4

#4. Know When to Log Off

The upside of working remotely is having the flexibility to work when you are most productive, but be careful about setting the standard that you are available 24/7. Though you may receive emails and chat notifications at any hour, it's important to develop a habit of setting a time when you officially "log off" for rest and recovery.

Work/Life Balance During COVID-19

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Tip #5

#5. Take Time for Self-Care

While being stuck on your computer can sometimes feel necessary, give yourself time for, well, you. Commit to your fitness routine and make sure that you're creating blocks in your schedule to eat healthy meals, exercise, connect with others, and play so that you can be focused and productive when it is time to work.

Well-Being

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6 Tips For Well-Being

Savor

- Be Mindful and noting the good around you.
- Take time to enjoy (Distraction)
- Deep Breathing
- Meditation (5 senses to soothe)

Thank

- Gratitude can increase happiness levels by 25%.
- Write gratitude letters
- Keep a gratitude journal.

Aspire

- Feeling hopeful, having a sense of purpose.
- Being optimistic.
- Genuine optimism is a friend magnet.
- Minimize news and social media exposure.

Give

- Acts of kindness increases happiness by 42%.
- Delays morality.
- Reduces depression & increases well-being.

Empathy

- Builds strong relationships.
- Strong relationships are essential to happiness.
- Be patient with yourself and others.

Revive

- Physical health is vital to well-being.
- Plan meals in advance.
- Exercise - Get up and move.
- Get some fresh air / sun
- Sleep - Set a bedtime and wakeup routine.

Put it in Perspective

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A simple and scientific tested exercise to help you stay calm in the face of COVID-19 uncertainty.

Step 1:

Ask yourself, what is the worst possible situation?

Step 2:

Then make yourself think about the best outcome.

Step 3:

Next, consider what's most likely to happen.

Step 4:

Develop a plan for the most realistic scenario.

Positive Psychology, Dr. Martin Seligman

Your Life's Purpose

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- Who are you?
- What do you do? What do you love to do?
  - What is the thing you feel you can teach someone else?
- Who do you do it for?
- What do those people want or need?
- How do they change or transform as a result of what you give them?
  - How what you do changes who you do it for?

Adam Leipzig